



# Role Profile – Quality and Compliance Specialist

**Title:**

Quality and Compliance Specialist

**Reports to:**

Head of Policy, Practice & Innovation

**Location:**

Waterloo, London, SE1 8UL

**Salary:**

£42,000-£52,000 depending on experience

## Role purpose

We are looking for someone who is ambitious and enthusiastic about the delivery of high-quality social care. In your role, you will work closely with the Head of Policy, Practice and Innovation and the Chief Executive to ensure our members understand new developments in social care and the regulatory frameworks across the UK, for example, care and employment regulations. You will be responsible for all our work to underpin our influencing activity on quality, evidence-based practice, and compliance in the sector at a national level.

In this role, you will need to:

- Proactively understand, detail and communicate all new developments and applicable changes in relation to the regulatory environment and proactively keep our members informed on evidence-based practice.
- Continually review and revise relevant key documentation, resources and training for our members.
- Assist in the development, implementation and management of high-quality training.
- To organise and manage a Special Interest Group, ensuring a select group of members are engaged in our national advocacy work.
- Build a comprehensive picture of the social and health care policy landscape in the UK so the Association is aware of emerging challenges and opportunities which may impact on members and the wider sector.
- Bring insight, experience and expertise from your previous roles into our policy and practice work.



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- Lead research on key issues or topics related to quality, evidence-based practice and compliance.
- Work closely with our members to understand what matters to them and inform the Homecare Association's work with these insights.
- Represent the Association, and our members' interests at external meetings, events and shows.
- Maintain a commitment to accuracy and precision in your work.

## Accountabilities

### Assessing the policy environment

- Review electronic and print media for the social care sector and key external organisations to identify themes which have an actual or potential impact on homecare providers.
- Research emerging policy issues for homecare and the wider social care sector, and provide briefings to the Head of Policy, the Leadership Team, and members as soon as significant policy changes are announced.
- Undertake sampling of members' views on emerging policy issues and their experience of the operating environment, including the design of effective on-line surveys.
- Undertake reviews of relevant literature, analysis of survey data and other evidence to produce reports and horizon scanning updates which assist in our external representation work.



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**Supporting Homecare Association’s representational activity**

- Develop and maintain deep knowledge and expertise in the areas of quality, compliance and innovation and utilise this to add value to members.
- Identify consultation exercises across the UK to complete; agree lines of response with the Head of Policy, Practice & Innovation and finalise written responses within the specified timescale.
- Represent the Association at external events and meetings when requested. Both in person and virtual.
- Provide secretariat support, when requested, to one or more external working groups.
- Draft and disseminate written parliamentary briefings on a regular and ad hoc basis, thus informing elected representatives across the UK of key sector issues and to prepare them in advance of parliamentary business.

**Supporting members**

- Prepare written resources and practical guidance for homecare providers to help them meet new and ongoing demands on the sector.
- Support the regular review and management of factsheets and resources, coordinating updates or withdrawal of out-of-date information. Help develop and manage the content related to policy and practice on the Association’s Content Management System (CMS).



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- Prepare copy-ready information for the Association’s magazine, the Homecare Association website and blog, and the Homecare Association’s member-facing publications.
- Ensure production, management and dissemination of relevant and topical information and resources about policy and practice developments to member organisations and staff through e-mail alerts.
- Identify opportunities for the Editor of the Association’s magazine to commission external articles and to write for external publication.
- Participate in the Association’s members’ telephone and e-mail helpline by answering complex incoming enquiries and researching answers where necessary. Make referrals to other members of the team, or to external organisations, including legal and HR helplines, when appropriate.
- Assist in the development and delivery of workshops and conference presentations to members and stakeholders. Engage prospective members and stakeholders through a personal presence at external exhibitions and events, providing knowledgeable information about the Homecare Association and the homecare sector.
- Assist in the development, implementation and management of high-quality training.
- To organise and deliver a Special Interest Group, ensuring a select group of members are engaged in our national advocacy work.



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**External communications**

- Write external communications that are easy to read for the relevant audiences and commit to meeting our high standard of accuracy and precision.
- Proof-read colleagues work across the organisation.
- Respond to enquiries from stakeholders, including providing verbal and written responses.
- Receive initial enquiries from the media, identifying the main issues of the enquiry and referring the call to the association's press lead.
- Identify emerging issues which provide opportunities for proactive and reactive responses to the media and policymakers.
- Source background information and draft media releases, quotes and articles for external publication.
- Use social media and other channels, working with our communication specialist to increase visibility of our work.
- Build and maintain a strong network of colleagues across the sector to support effective collaboration.

**Other requirements**

- Coordinate team meetings if required, including preparing the agenda to assist team members to share information about cross-divisional issues and the external policy environment.
- Support the development of new starters and trainees during their induction and development period.



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- Undertake occasional travel and overnight accommodation, where requested to do so.
- Abide by the Association's principles at all times and focus on delivery of agreed strategy.
- Operate at all times within Policy and Procedures and assist in the review of these, as required.
- Work collaboratively and support colleagues to deliver team priorities.
- Take the initiative in improving the way staff work; reporting problems to the line manager and suggesting and implementing improvements.

**Contacts and relationships (customer focus, both internal and external)**

- Head of Policy, Practice & Innovation.
- Members of the Policy, Practice and Innovation team.
- Other directors and teams within the Association.
- Member organisations.
- Civil servants and government departments.
- Officials from arms-length bodies, including regulators.
- Staff from other representative associations.
- Staff from other organisations with a relevance to home care, such as think tanks, charities or universities.



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**Reporting and KPIs**

- Provide timely and accurate monthly reporting on performance against agreed KPIs, highlighting trends and exceptions.

**Professional development**

- Maintain up-to-date awareness of developments in policy and practice and also in systems and technology solutions to enable efficient and effective delivery of the team's functions.



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## Dimensions

No responsibility for budgets.

Possible line management responsibility.

## General

Undertakes other such duties as required by the Head of Policy, Practice and Innovation or Chief Executive.

## Equal opportunities

Always promotes and acts in accordance with the Company's Equal Opportunities Policy.

## Confidentiality

Your attention is drawn to the confidential nature of this post. Disclosures of confidential information or disclosures of any data of a personal nature can result in prosecution for an offence under the General Data Protection Regulations 2018 or an action for civil damages under the same Act in addition to any disciplinary action taken by the Association which might include dismissal.





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## Health and safety

Under the provisions contained in the Health & Safety at Work Act 1974, it is the duty of every employee:

- To take reasonable care of themselves and of others at work.
- To co-operate with the company, as far as necessary, to enable them carry out their legal duty.
- Not to intentionally or recklessly interfere with anything provided (including personal protective equipment) for health and safety reasons or welfare at work.
- To report any accident or untoward incident, to take appropriate remedial action as appropriate and to report fully to your Manager or Supervisor.
- To ensure that all appropriate risk assessments are in place.

## Other duties

This role profile is not an exhaustive list of duties but is intended to give a general indication of the range of work undertaken and will vary in detail in the light of changing demands and priorities within the Association. Substantial changes in the range of work undertaken will be carried out in consultation with the post holder.

## Person Specification

Criteria	Essential	Desirable [Any of these are desirable to us]
<b>Knowledge, skills, and experience</b>	<p>An in-depth understanding of the issues affecting the social care and health system</p> <p>An understanding of the care regulatory frameworks across the UK and an understanding of legislation that is relevant to social care providers</p> <p>The ability to develop and manage relationships with a range of stakeholders</p> <p>Ability to persuade, influence and change the minds of decision makers</p> <p>Clear and confident communication skills, including excellent spoken and written English</p> <p>Numeracy skills, with the ability to analyse and report on qualitative and quantitative data</p>	<p>Experience of working in or managing homecare services, including involvement with regulatory inspections</p> <p>Experience of commissioning homecare services</p> <p>Experience of working in a clinical setting</p> <p>Knowledge of the regulatory environment for social care providers</p>
<b>Qualifications</b>	<p>Qualifications that show an ability to deliver:</p> <ul style="list-style-type: none"> <li>- High-quality written work.</li> <li>- Complete quantitative and qualitative data analysis.</li> </ul>	<p>Educated to degree level or equivalent</p>



Criteria	Essential	Desirable [Any of these are desirable to us]
	<ul style="list-style-type: none"> <li>- Engaging and informative written and verbal communications.</li> </ul>	Qualifications relevant to social care, or clinical care, including but not limited to QCF Level 5 qualification
<b>Training</b>	Evidence of commitment to continuous professional development	
<b>Values, skills, and personal attributes</b>	Strong alignment with the Association’s principles – Integrity, Intelligence, Approachability, Inspiration and Influence (see attached).	



## Principles – what we value and what drives our culture

Principle	Meaning
Integrity	It is important to us to be honest, trusted, reliable, grounded and stable.
Intelligence	It is important to us to adopt an intelligent and evidence-based approach to our work. This includes intelligent use of resources, as well as researching, analysing, questioning and synthesising data, creating insights and information which offer value to others.
Approachability	It is important to us that we are welcoming and engaging, treating others with respect, listening carefully and with empathy to achieve understanding.
Inspiration	It is important to us to inspire and motivate others, being ambitious, creative, confident and courageous, and acting with conviction.
Influence	It is important to us that we have a positive impact, leading and influencing others through skilful communication and development of relationships, to act, improve or change for the greater good of society.